

Request for Proposals
for
GHC CCPM Development



January 8, 2021

1.0. GENERAL INFORMATION

1.1 Purpose

This Request for Proposals (RFP) is issued by iMMAP Inc., a 501c3 not-for-profit (herein referred to as iMMAP), for the purpose of developing the Global Health Cluster (GHC) Cluster Coordination Performance Monitoring (CCPM) Platform.

1.2 Background

Established in 2005, the Global Health Cluster (GHC) under the leadership of WHO works to minimize the health impact of humanitarian and public health emergencies through predictable, effective and accountable health action. Comprised of 56 international member organizations, the GHC platform strengthens global, regional and country capacities for humanitarian health action, engages in collective and coordination field operations and advances the evidence base and practice in preparing for, responding to and recovery from acute and protracted humanitarian health crises. The GHCs overall objective is to provide strategic and technical support to Country Health Clusters.

This work is guided by the Global Health Cluster Strategy 2020-2023, which addresses 5 Strategic Priorities:

1. Strengthen the coordination, technical and operational capacity of national, regional and global level actors to prevent, prepare for, respond to and recover from public health and humanitarian emergencies.
2. Strengthen inter-cluster and multi-sector collaboration to achieve better health outcomes
3. Strengthen our collective and respective health information management and use
4. Improve the quality of health cluster action
5. Strengthen Health Cluster advocacy at local, country, regional and global levels.

The Cluster Coordination Performance Monitoring (CCPM) was developed by the IASC Sub-Working Group (SWG) on the Cluster approach and endorsed by the IASC working group in 2012, piloted in the same year and implemented since 2013. It set out to serve Clusters in assessing the quality of their coordination against six core Cluster functions and Accountability to Affected populations (AAP). It is a country led process, supported by Global Clusters and OCHA. The CCPM can be applied by both clusters and sectors.

CCPM for protracted crises is IASC mandated to be completed annually with 4 key steps

i) Planning,

ii) The Survey, iii) Cluster analysis and action planning and IV) Follow-up & Monitoring WHO WHE GHC supports the Clusters with the CCPM on all steps. Step (ii) is completed currently using the software “Prime”, which is based on Limesurvey with a shell for workflow and hosted externally (outside WHO). There are several advantages to this process for the CCPM and most end users are familiar with it. Originally supported by WHE HIM, hosting and support is no longer available and due to code errors unable to be no longer viable as there is significant loss of required functionality.

It is important that the GHC be in a position to provide adequate support to Health Cluster teams to achieve their mandated responsibilities. A new platform for Step (ii) of the CCPM is required to be developed.

1.3 About iMMAP

iMMAP is an international not-for-profit 501(c) (3) non-governmental organization (NGO) based in Washington, DC that provides targeted Information Management (IM) support to partners responding to complex humanitarian and development challenges. For more than 17 years, iMMAP has promoted measurable change in people's lives through the core philosophy that better data leads to better decisions, which ultimately lead to better outcomes. iMMAP's expertise in data collection, analysis and presentation has revolutionized the decision-making process for diverse, multi-sectoral partners who seek enhanced coordination and sustainable solutions through information management. iMMAP is home to a robust and dynamic team of recognized experts in social science, software development, statistics, (GIS), performance monitoring and evaluation, technical assistance and capacity development. Emergency responders, development practitioners, governments and funders often have to make serious and timely decisions under fast paced and chaotic circumstances. When facing complex development challenges, natural disasters and emergencies, it is critical to make sound choices rooted in real-time knowledge of who is doing what, where they are doing it, and what needs to be done. Access to this critical information positions actors to avoid costly or duplicative efforts and, ultimately, to effectively direct support to the people who need it the most.

1.4 Scope of Services

Specific Requirements

- CCPM Step II coordinator and partner survey
- Communication system
- Generation of CCPM reports; data processing and visualisation of report GHC guidance to be utilised

Additional Features

- Partners are able to "save" mid-survey and return at a later time to complete
- Report: Country Level reporting of CCPMs, utilising the Report Template (sub national and national aggregated report)
- Report: Global Level reporting of CCPMs, utilising Report Template
- Feature: Display reports within the system, instead of having to generate a PDF and download and open it each time
- To be completed in French and English with the ability to add additional languages
- This application developed would be hosted on its own server, hosted and supported with the provider.

2.0 ADMINISTRATIVE INFORMATION

2.1 Expected Time Period for Contract

The performance period of the contract resulting from this RFP is tentatively scheduled to begin on or about ***February 8, 2021*** and to continue through ***April 15, 2021***. iMMAP reserves the right to award and fund any or all activities of this project based upon the availability of funds. The successful proposer should be prepared to begin work according to the time and payment schedule proposed by iMMAP.

2.2 RFP Coordinator

Written questions must be directed, via email, to the RFP Coordinator listed below.

2.3 Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified that is in the best interest of iMMAP.

The RFP Coordinator for this project is **Omar Alsawalha, Finance Officer**. To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at oalsawalha@immap.org by 5:00 p.m. EST on the date specified in the Calendar of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events.

Only **Omar Alsawalha** has the authority to officially respond to a proposer's questions on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

2.4 Calendar of Events

<u>Event</u>	<u>Date</u>
Release RFP	January 8, 2021
Deadline for receiving proposer inquiries	January 12, 2021
Responses to proposer inquiries due	January 15, 2021
Proposal submission deadline 5:00 pm EST	January 29, 2021
Announce award of "Successful Proposer"	February 3, 2021
Execute contract	February 8, 2021

NOTE: iMMAP reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

3.0 PROPOSAL INFORMATION

3.1 Proposal Response Location

Proposers who are interested in providing professional services under this RFP should submit a proposal containing the information specified in Section 4.0. The fully completed proposal with signatures by an authorized representative must be received in email version by the RFP Coordinator designated above by the deadline date/time specified in the Calendar of Events.

Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

3.2 Desirable Qualifications of Proposer

It is highly desirable that proposers of this RFP meet the following qualifications:

- Eligible consultants must be formally qualified in Database management, Survey tools, Data visualization, Programming;

- The consultant or leader of the consultancy team must have a minimum of 7 years' related work experience;
- The consultant must have extensive experience in Database-survey-visualization interface, programmer links survey/database/visualization, Document Generation & automation.

Previous experience working in the humanitarian sector, with CCPM is desirable.

Proposers should ensure that their proposals contain sufficient information for iMMAP to make its determination by presenting acceptable evidence of the above to perform the services called for by this RFP.

3.3 RFP Addenda

iMMAP reserves the right to change the calendar of events or revise any part of the RFP by issuing an addendum to the RFP at any time.

3.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP to award a contract. iMMAP reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

3.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.6 Subcontracting Information

iMMAP shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables referenced in the RFP or proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements; however, they should acknowledge in their proposal total responsibility for the entire contract.

If the proposer intends to subcontract for portions of the work, the proposer should include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP is also required for each subcontractor.

Unless provided for in the contract with iMMAP, the prime contractor shall not contract with any other party for furnishing any of the work and professional services herein contracted for without the express written approval of iMMAP.

3.7 Ownership of Proposal

All materials submitted in response to this request become the property of iMMAP. Selection or rejection of a proposal does not affect this right.

3.8 Proprietary Information

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

3.9 Cost of Preparing Proposals

iMMAP is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by iMMAP.

3.10 Errors and Omissions in Proposal

iMMAP will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP, at its option, has the right to request clarification or additional information from the proposer.

3.11 Contract Award and Execution

iMMAP reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offer received. iMMAP reserves the right to contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer will become part of any contract between the selected consultant and iMMAP.

If the contract negotiation period exceeds 14 calendar days or if the selected proposer fails to sign the final contract within 5 business days of delivery of it, iMMAP may elect to cancel the contract and award the contract to the next-highest-ranked proposer.

4.0 RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Proposal submission must be received via email on or before 5:00 p.m. EST on the date specified in the aforementioned Calendar of Events at the email address specified below.

Omar Alsawalha
oalsawalha@immap.org

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

4.2 Certification Statement

The proposer must sign and submit the Certification Statement shown in Attachment II.

4.3 Proposal Format

The proposer should submit a proposal as specified in Attachment I which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposer should respond to all requested areas.

5.0 EVALUATION AND SELECTION

5.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP, which will determine the proposal most advantageous to iMMAP.

5.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration.

5.3 Evaluation and Review

The purpose of the RFP process is to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. iMMAP reserves the right to award a contract based upon initial offers received. Proposals submitted should follow the format in Attachment I.

The criteria for the evaluation process will be weighted as follows:

- | | |
|--|-----|
| A. Corporate Qualifications and Management Support | 15% |
| B. Experience | 20% |
| C. Technical Requirements/Approach and Methodology | 40% |
| D. Cost | 25% |

A. Corporate Qualifications and Management Support

This refers to the capability of the proposer to perform the work requested in the RFP. This includes whether the proposer has sufficient resources to work within the time constraints while maintaining desired performance levels and the level of competence of their professional personnel who will be assigned to the job by the proposer. Qualifications of professional personnel will be judged on the basis of experience and education with particular reference to prior experience on projects of a similar nature.

B. Experience

This refers to the proposer's previous successful experience with similar projects as the lead consultant.

C. Compliance with the Technical Requirements of the RFP/Approach and Methodology

A proposal consisting of repetition of the RFP only will not be a satisfactory indicator of the proposer's grasp of the complexity of the project. Each proposal will be evaluated on (1) the proposer's understanding of the nature and scope of the work involved and (2) the proposer's procedures, with an emphasis on the techniques proposed for executing each task, the sequencing of tasks, and the methods used for quality control. The proposal should reflect compliance with all activities and procedures requested in the RFP.

D. Cost

The grand total proposed cost will be evaluated for the purpose of selecting the successful proposer.

5.4 Announcement of Contractor

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.

ATTACHMENT I

PROPOSAL INFORMATION

1. *Executive Summary*

This section should serve to introduce the purpose and scope of the proposal. It should include administrative information including, at a minimum, response date, proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of days from the date of submission. This section should also include a summary of the proposer's qualifications and ability to meet iMMAP's overall requirements.

2. *Corporate Qualifications and Management Support*

The proposer should give a brief description of their company, including a brief history, corporate structure and organization, and number of years in business.

The proposer should provide detailed information regarding its ability to perform the work requested in this RFP. The proposer should discuss its resources that will be available to work on this project in order to meet time restraints and desired performance levels. The proposer should describe the qualifications and experience of the key personnel who will be assigned to this project.

The proposal should provide a breakdown of hours based on the type of work (i.e., research, writing, analysis) and explain the administrative commitment to this project in terms of approximate work hours. A chart with each name, number of hours, position title, and main job responsibilities should be included in the proposal.

3. *Experience*

This section should provide a detailed discussion of the proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in organizations of comparable size and diversity with references from entities, including names and telephone numbers of those references.

The proposer should provide detailed information about its experience with at least one similar — in size and scope — project that has been successfully completed by the proposer.

Customer references (name, title, company name, address, and e-mail address) should be provided for the cited projects.

4. *Compliance with the Technical Requirements of the RFP/Approach and Methodology*

This section should provide detailed information about the proposer's understanding of the nature of the project and how the proposal will best meet the needs of iMMAP. Specifically, the proposer should:

- Define the functional approach in providing the services and in identifying the tasks and

deliverables necessary to meet requirements.

- Provide a proposed Project Work Plan that reflects the approach and methodology, tasks and services to be performed, deliverables, timetables, and staffing. The plan should reflect the most cost-effective and efficient means of accomplishing the services and tasks in the RFP. The timetable should show completion dates that reflect the proposer's ability to meet critical deadlines.
- Provide one case study of projects that are similar to this initiative and industry (non-profit).

5. *Cost Information*

The proposer shall provide costs by deliverable and total cost for the project.

ATTACHMENT II

CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. iMMAP requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below:

Date: _____ Official Contact Name: _____

A. E-mail Address: _____

B. Mailing Address: _____

Proposer certifies that the above information is true and grants permission to iMMAP to contact the above-named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

- (1) The information contained in its response to this RFP is accurate;
- (2) Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
- (3) Proposer accepts the procedures, evaluation criteria, and all other administrative requirements set forth in this RFP.
- (4) Proposer's quote is valid for at least ninety days from the date of proposer's signature below;
- (5) Proposer understands that if selected as the successful proposer, the Proposer will have five (5) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____